

DAVID N. DALTON
CERTIFIED PUBLIC ACCOUNTANT
2908 LAFAYETTE STREET, SUITE A
NEWPORT BEACH, CALIFORNIA 92663

TELEPHONE
(949) 566-9030

October 22, 2010

Dear Neighbor,

I am writing this letter to recommend to you the services of Vertical Transport and in particular Mr. Craig Dell as a potential vendor for your home elevator system.

I met Mr. Dell a year ago, when I was frustrated with my existing vendor. That company charged me \$495 for a house call, and promptly advised me that the circuit panel for the LEV unit needed to be replaced at a cost in excess of \$5,000.

Per chance I sought a second opinion from Vertical Transport – just another name on the internet. They arrived within two hours and diagnosed the problem in 20 minutes. A floor sensor unit had failed. The total charge from Vertical Transport for the house call, parts and labor was less than \$200. My experience with them since has been nothing but outstanding. They have never tried to sell me a long-term contract or convince to agree to additional or unnecessary work.

They are totally professional and very pleasant to work with. In my experience, the vendors that occupy this space seem most willing to take advantage of the owner's total lack of knowledge and are unreasonably priced.

Let me assure you that I have no financial incentive involved in making this endorsement, and I have never written such a letter before, but as someone who appreciates honesty and hates feeling victimized, I want to share this experience with my neighbors.

The company information is as follows:

Mr. Craig Dell
Vertical Transport
PO Box 2443
Mission Viejo, CA
949-348-1051

cdell@verticaltransport.net

I wish you the best...

Sincerely,



David N. Dalton